



Recreation Programs – Course Withdrawal or Transfer Request

Frisco Parks & Recreation

Participant(s):		Parent/Guardian:	
Phone Number:		Email:	

Course Withdrawal Request

1. Course Code:		2. Course Code:	
3. Course Code:			

Refund Preference

You may select one of the following refund methods: **FAC Account Credit, Credit Card Refund, or Check Refund.** FAC Account Credit will not be assessed a fee. Credit Card Refund may only be processed if original payment was made online or in-person with credit card to be refunded. Credit Card or Check Refunds may be subject to a 20% processing fee. Checks will be mailed and may take up to four weeks to process. Cash refunds are not available.

Please select one option only:

Account Credit <input type="checkbox"/> <i>No processing fee</i>	Credit Card Refund <input type="checkbox"/>	Check Refund <input type="checkbox"/>
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Course Transfer Request:

Transfer <i>from</i> course(s)				Transfer <i>to</i> course(s)			
1. Course Code:		Price:		1. Course Code:		Price:	
2. Course Code:		Price:		2. Course Code:		Price:	

For transfer request to a higher-priced course, price difference is due at the time of your request. For transfer to a lower-price course, fee difference will be applied as account credit.

Please select one reason for your request:

<input type="checkbox"/> Medical – please attach Doctor’s note. <input type="checkbox"/> Time, date or schedule conflict. <input type="checkbox"/> Dissatisfied with structure/content/ instructor after first class. <input type="checkbox"/> Other – please explain.	Please explain request:
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I have read and understand the Course Withdrawal, Transfer and Refund policies printed on the next page.

Parent or Guardian Signature	Date

Form may be submitted in person at the Frisco Athletic Center or by email. For email addresses, see next page.



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Course Withdrawal & Transfer Policy	Course Refund Policy
<p>Withdrawal Request:</p> <ul style="list-style-type: none"> Withdrawal requests will only be considered if received at least 10 days before course start date, except for Medical Requests, which are subject to the Medical Policy. Approved withdrawals will be refunded according to the Refund Policy. Convenience charges paid online will not be reimbursed. <p>Transfer Request:</p> <ul style="list-style-type: none"> Transfer requests will only be considered if received at least 10 days before course start date, except for Medical Requests, which are subject to the Medical Policy. Requested transfer class must have open availability and be in the current Play Frisco magazine. If transfer course is not available, and the participant chooses to withdraw from the class, request is subject to Withdrawal Policy above. If transfer is to a higher-priced class, the price difference must be paid before transfer can be completed. If transfer is to a lower-priced class, the price difference will be applied as account credit. <p>Medical Withdrawal and Transfer Requests:</p> <ul style="list-style-type: none"> Written documentation from a physician’s office must accompany the Withdrawal or Transfer Request. Request form must be received within 72 hours of the first missed class. Refund will be prorated if the withdrawal on or after the course start date and refund is subject to the Refund Policy. Convenience charges paid online will not be reimbursed. 	<ul style="list-style-type: none"> Approved withdrawal participants may select one of following refund methods: <ul style="list-style-type: none"> FAC Account Credit – Refund will not be assessed a fee, but account credit may not be refunded to cash, credit, check, or any other payment method. Credit Card Refund – Refund may only be processed if original payment was made online or in-person with credit card to be refunded. Refund may be subject to a 20% processing fee. Check Refund – Refund may be subject to a 20% processing fee. If refund method preference is not selected, withdrawals will be refunded to account credit. All refund checks will be mailed in approximately four weeks. Refunds on payments made by check will be held 30 days past the initial purchase date before being submitted for processing. Under no circumstances will a cash refund be provided. FAC account credits are good for one year from the date of issue. All account credits and refunds are subject to approval by the Parks & Recreation Department and subject to the applicable proration and processing fees.

Referred to:

<p style="text-align: center;">C.J. Higginbotham Programming & Youth Services Supervisor chigginbotham@friscotexas.gov <i>Tennis, Tae Kwon Do, Soccer, Summer Camps, etc.</i></p>	<p style="text-align: center;">David Seitz Aquatic Supervisor dseitz@friscotexas.gov <i>Learn to Swim, Aquatic Fitness, Lifeguarding Courses, etc.</i></p>	<p style="text-align: center;">Additional Contacts: Carter Patton (Programming) cpatton@friscotexas.gov Michael Taylor (Aquatics) mtaylor@friscotexas.gov</p>
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Staff use only:

Request received by:		Original payment method:	Cash <input type="checkbox"/>	Check <input type="checkbox"/>	Credit Card <input type="checkbox"/>	
Date received:		Original date paid:				
Request approved?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Participant notified?	Email <input type="checkbox"/>	Phone <input type="checkbox"/>	In-Person <input type="checkbox"/>
PM updated?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Refund type?			\$
Comments:						

Supervisor Signature	Date